



STATE OF MICHIGAN

GRETCHEN WHITMER  
GOVERNOR

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
LANSING

ELIZABETH HERTEL  
DIRECTOR

**IV-D MEMORANDUM 2021-011**

**TO:** All Friend of the Court (FOC) Staff  
All Prosecuting Attorney (PA) Staff  
All Office of Child Support (OCS) Staff

**FROM:** Erin P. Frisch, Director  
Office of Child Support

**DATE:** May 3, 2021

**SUBJECT:** Federal Child Support Portal Updates and Related Federal Tax  
Refund Offset (FTRO) Updates

**ACTION DUE:** None

**POLICY EFFECTIVE DATE:** Upon receipt

**PURPOSE:**

This IV-D Memorandum announces several updates to the federal Child Support Portal (Portal). These updates include the addition of the following applications:

- Customer Inquiry State Response (CISR);<sup>1</sup> and
- State Profile Administration.<sup>2</sup>

The updates also include enhancements to the following Portal applications:

- Electronic Document Exchange (EDE); and
- Federal Collections and Enforcement (FCE).

**UPDATE(S):**

☒ Manual

☐ Form(s)

---

<sup>1</sup> OCS informed the IV-D workers who were affected by the implementation of CISR when the federal Office of Child Support Enforcement (OCSE) added the application to the Portal in September 2020. All other IV-D workers were notified when it was added to the *Federal Child Support Portal Customer Information Guide* in November 2020. Ref: the email notification [Web Update: Updated Federal Child Support Portal CIG Available on mi-support](#).

<sup>2</sup> OCSE added this application in December 2020.

This memorandum also announces enhancements to the Portal Welcome page and the removal of the e-IWO application from the Portal.<sup>3</sup>

In addition, this IV-D Memorandum announces federal tax refund offset (FTRO) accounting changes and updates to the FTRO schedule. It also introduces the FTRO pending reversal report, which is available on the Portal.<sup>4</sup>

The Portal and FTRO changes have been incorporated into the following manual sections and exhibit of the *Michigan IV-D Child Support Manual*:

- Section 3.06, “Federal Child Support Portal”;
- Exhibit 3.06E1, Federal Child Support Portal Implementation Table; and
- Section 6.21, “Tax Refund Offset.”

Significant changes to the manual sections and exhibit since their last publication are indicated by a change bar in the right margin. Content that has been deleted is not identified with a change bar.

## **DISCUSSION:**

The federal Child Support Portal is a web application that provides IV-D staff access to nationwide location, income, asset, and employment information. The Portal consists of several applications. OCSE periodically updates the Portal to improve applications and support user requests.

### **A. Updates to the Federal Child Support Portal**

#### **1. New Applications**

##### **a. Customer Inquiry State Response (CISR)**

The CISR application allows OCSE to exchange information with authorized state IV-D workers when states ask for OCSE’s help in resolving issues in intergovernmental cases. This application has one user role: C1 – Customer Inquiry State User. OCS assigned this role to a limited number of OCS Central Operations workers who are responsible for responding to these inquiries. Prior to this update, OCS Central Operations staff communicated with OCSE through encrypted email messages.

---

<sup>3</sup> OCS announced the removal of the e-IWO user role in [IV-D Memorandum 2020-031, Michigan State Disbursement Unit \(MiSDU\) Vendor Transition Information, Including Revised Forms and Publications](#).

<sup>4</sup> OCS Central Operations staff and other IV-D workers who were affected by these changes were notified in 2019 when the changes were implemented.

## b. State Profile Administration

OCSE maintains contact information for each state using the Portal. This contact information is managed by the federal Portal Help Desk. The new State Profile Administration application allows states to enter, update and delete contact information without submitting a request to the Portal Help Desk. A few Central Operations workers with the user role PS – State Profile Admin User are authorized to manage the OCS contact information on the Portal. State Profile Admin Users manage contact information for the following Portal applications:

- Query Interstate Cases for Kids (QUICK);
- Passport Denial; and
- Electronic Data Exchange (EDE).<sup>5</sup>

## 2. Updated Applications

### a. Electronic Document Exchange (EDE)

The EDE application allows IV-D workers to securely exchange documents and Uniform Interstate Family Support Act (UIFSA) forms electronically with other states. IV-D workers can request and respond to child support case documents from other states that use the EDE application. EDE includes a new functionality that allows users to recall documents. This functionality is helpful when a user sends information to another state in error.

Users can also add or update the Responding State Case ID on incoming requests. Responding State Case ID information displays in EDE to help users identify the state and case number for documents that were requested.

EDE has three new unsolicited document types.<sup>6</sup>

- Administrative Subpoena Form;
- Bankruptcy Document; and
- *Personal Information Form for UIFSA.*

---

<sup>5</sup> Users will have the option to use contact information from the State Profile Administration application when requesting or uploading documents in EDE.

<sup>6</sup> Unsolicited documents are documents that have not been requested by the user or another state through the Portal.

## b. Federal Collections and Enforcement (FCE)

OCSE provides states a pending reversal report<sup>7</sup> that documents pending negative tax refund offsets.<sup>8</sup> Authorized users can download pending reversal reports from the FCE application. In the past, these weekly reports were emailed to each state.

## 3. Updates to the Welcome Page

OCSE added the following to the Portal Welcome page:

- A Feedback link.<sup>9</sup> Portal users can submit comments and suggestions directly to OCSE using this link.
- An FAQ link.<sup>10</sup> Clicking this link opens a list of frequently asked questions about accessing and navigating the Portal.
- A link to Department of Corrections websites for each state.<sup>11</sup> Users can click this link for assistance with locating non-custodial parents who may be or have been incarcerated.

## B. FTRO Updates

In 2019, the Bureau of the Fiscal Service (BFS)<sup>12</sup> made FTRO accounting changes. BFS began holding negative offset reversals and not sending them to the state until the state had enough positive offsets in a weekly file to cover the negative reversals.<sup>13</sup> As a result, states sometimes would not see the negative reversals in the weekly collection file. To help states, OCSE created a pending reversal report<sup>14</sup> to notify states of negative reversals that were pending and would not appear in the weekly collection file. This report is cumulative and includes pending reversals from the most recent four weeks (cycles).

---

<sup>7</sup> Ref: Section B of this memorandum for more information about this report.

<sup>8</sup> Ref: [Section 6.21, "Tax Refund Offset," of the Michigan IV-D Child Support Manual](#) for more information about tax refund offset.

<sup>9</sup> The Feedback link is in the blue menu bar along the top of the Welcome page.

<sup>10</sup> The FAQ link is in the blue menu bar along the top of the Welcome page.

<sup>11</sup> This link appears as "Dept. of Corrections (DOC) Websites by State" in the Quick Links section of the Welcome page.

<sup>12</sup> The BFS is a bureau of the federal Department of Treasury. OCSE administers FTRO through BFS.

<sup>13</sup> A "negative offset reversal" occurs when BFS reverses (takes back) a tax refund offset that it previously sent to a IV-D agency.

<sup>14</sup> OCS Central Operations staff with Full FTRO access to the FCE application may download the report. Ref: Section 6.21 of the *Michigan IV-D Child Support Manual* for information about the FTRO accounting changes and the pending reversal report.

Also in 2019, OCSE revised the schedule for sending the weekly collection file and the corresponding FTRO funds.<sup>15</sup>

## **C. Updates to Section 3.06, Exhibit 3.06E1, and Section 6.21**

### **1. Section 3.06**

- Included information about the FAQ link, Feedback link, and Quick Links section on the Portal Welcome page;
- Added three new document types to the EDE table;
- Removed detailed information on EDE functionality;<sup>16</sup>
- Added pending reversal reports to the list of FTRO information that the Extended FTRO View role can view in the FCE application;
- Included a reference for more information about pending reversal reports;
- Removed Subsection 4.3, “Electronic Income Withholding Order (e-IWO),” and references to the e-IWO application;
- Added Subsection 4.1, “Customer Inquiry State Response (CISR),” and 4.9, “State Profile Administration”;
- Changed “MiCSES Help Desk” to “Child Support Help Desk”;<sup>17</sup>
- Clarified the process for requesting roles for limited-use applications; and
- Updated references and links as necessary.

### **2. Exhibit 3.06E1**

- Removed the e-IWO application;
- Added the State Profile Administration application; and
- Added the CISR application.

### **3. Section 6.21**

- Added information about the pending reversal report;
- Revised the FTRO workflow process;
- Updated the FTRO workflow process table; and
- Updated references and links as necessary.

---

<sup>15</sup> The weekly collection file is sent on Thursdays, and the corresponding funds for the FTRO receipts are sent the following Monday.

<sup>16</sup> Detailed information regarding EDE functionality is included in the [Electronic Document Exchange \(EDE\)](#) job aid on mi-support.

<sup>17</sup> OCS transitioned from the MiCSES Help Desk to the Child Support Help Desk in April 2021. This change is not marked with a change bar in the manual section. For more information, reference [IV-D Memorandum 2021-008, Implementation of the New Child Support Help Desk; Program Technology Capacity](#).

**NECESSARY ACTION:**

Retain this IV-D Memorandum until further notice. Read the updated policy information in Section 3.06, Exhibit 3.06E1, and Section 6.21 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print the manual sections and exhibit and add them to the manual. Discard the previously published versions of Section 3.06 (August 20, 2018), Exhibit 3.06E1 (August 20, 2018), and Section 6.21 (February 28, 2020).

**REVIEW PARTICIPANTS:**

Program Leadership Group  
Case Management Work Improvement Team  
Enforcement Work Improvement Team  
Intergovernmental Work Improvement Team  
OCS Central Operations

**CONTACT PERSON:**

CyKenya J. Ford  
OCS Policy Analyst  
517-241-5067  
Fordc3@michigan.gov

**CC:**

Child Support Help Desk

**ATTACHMENTS:**

Section 3.06:	Federal Child Support Portal
Exhibit 3.06E1:	Federal Child Support Portal Implementation Table
Section 6.21:	Tax Refund Offset

**EPF/CJF**